

CAROLYN B. MALONEY
12TH DISTRICT, NEW YORK

2308 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-3212
(202) 225-7944

COMMITTEES:
FINANCIAL SERVICES

GOVERNMENT REFORM

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[SENIOR HOUSE DEMOCRAT]



Congress of the United States

House of Representatives

Washington, DC 20515-3212

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DISTRICT OFFICES:

- ☐ 1651 THIRD AVENUE
SUITE 311
NEW YORK, NY 10128
(212) 860-0606
- ☐ 31-19 NEWTOWN AVENUE
ASTORIA, NY 11102
(718) 932-1804
- ☐ 619 LORIMER STREET
BROOKLYN, NY 11211
(718) 349-5972

WEBSITE: www.house.gov/maloney

Mr. Gregory Russ
Chairman and Chief Executive Officer
New York City Housing Authority
250 Broadway
New York, NY 10007-2516

Dear Chairman Russ,

I am writing today to follow up on a suggestion I made on our recent call about repair work at New York City Housing Authority (NYCHA) buildings. I am requesting that NYCHA implement a pilot program to decentralize the work order system to a NYCHA development in the 12th Congressional District. This is an idea that is supported by many residents and Residents Association leaders in the district, which I am privileged to represent.

I understand that the centralized work order system was implemented to increase efficiency; however, many residents have complained that this system is significantly less effective. During my time in the City Council, residents were able to request repair work directly from NYCHA staff at their development. As the on-site NYCHA staff were more directly accountable to the residents, repair work was addressed in a more timely manner. Currently, if a NYCHA resident needs a repair, they must call NYCHA's Customer Contact Center – which is responsible for processing work orders at every NYCHA development throughout the city. The Customer Contact Center handles over 9,000 calls per day, and many orders seem to be lost in the shuffle. Additionally, seemingly basic repair work can result in multiple work orders addressing each element of the repair, and it can take weeks or months for repairs to be completed.

I would be very interested in seeing the results of a pilot program in which residents could request repairs directly from the NYCHA staff in their development and for as much work as possible to be addressed by on-site maintenance personnel. Thank you for your attention to this matter, consistent with all applicable rules and regulations. If you have any questions do not hesitate to contact Shelby Garner in my office at Shelby.Garner@mail.house.gov.

Sincerely,

CAROLYN B. MALONEY
Member of Congress